



State Of Connecticut- *process and procedures for maintenance and trouble reporting-*

1. Open trouble ticket. **The preferred method is to open a ticket using Electronic Maintenance Business Direct. <https://www.businessdirect.att.com>**
2. **ONLY if EM is not available, please dial any of the Following: 877-288-3499, 800-598-1234, or 800-344-5100 or the numbers below for the appropriate service. See maintenance contacts list below:**

**Follow the prompts and:**

1. Provide the name of your organization
2. Provide the nature of your trouble
3. Provide Contact Name and Telephone Number
4. Request a Ticket Number
5. Record the Date and Time of your report
6. Request status interval.
7. AT&T circuit ID

If critical or an emergency please escalate immediately- if under normal outage circumstances escalation is required if responses are not giving within an hour. In general, problems are most effectively resolved at the lowest possible level. If the problem cannot be resolved at a particular level, then escalation should be made to the next appropriate level.

**Maintenance Contacts**

Product/Service	Helpline Numbers
Data- Domestic Data & Frame	877-228-3499
Voice – Domestic	800-222-1000-1-2-4
Advanced 800 Features	800-325-5555
AT&T International	800-361-9931, private line 888-288-4862
AT&T Local Service	866-266-2378, Prompt 6
AGNS 24 Hr Tech Support	800-727-2222
Managed Internet Svc. Hotline	888-613-6330; Prompts 2; 1
DSL Customer Care – Ordering /Maintenance	877-XDSL-ATT

When normal processes require extra help or focus in order to ensure that customer and business requirements are met, issues should be escalated to the Maintenance Contacts listed below - in accordance with the severity of faults and in keeping with the process of escalation. An issue should be escalated if AT&T provides an unacceptable response or does not provide a response within the assured time frame. Escalation is initiated with the center where the trouble was reported by requesting the involvement of a supervisor within the center.

3. Escalate immediately if response time is over one hour. (Escalation contacts noted below).
  4. Please escalate one level every one to two hours if not satisfied with the response time at each level.
- Note: Always notify the Customer Service Manger (Karen Geary) & Client Business Manager (Charles Pepe) of any escalations day or evening. They will provide status and escalate on all issues. The information is located on your account team support matrix.**



ENTERPRISE MAINTENANCE MODEL ESCALATION CONTACT LIST  
VOICE / DATA SERVICES

LEVEL	CONTACT	NUMBER	HOURS OF OPERATION
1 - 3	Service Reliability Management Team	866 305-5164	Out pages (24 X 7)
4	<b>Maintenance Operations Manager</b> Terry Bosquez Celina Rohman Ken McCoy  <b>Weekends: Duty Manager</b>	770 929-4666 904 348-2321 770 929-4535  314 658-1691 Messages will out page	(12am – 8am) (8am – 4pm) (4pm – 12am)  Saturday to Monday 12am –12am
5	<b>Maintenance Service Director</b> Tammie Bailey-Fults	770 929-4750	Out pages (24 X 7)
6	<b>Maintenance Service Vice President</b> Doris Cobb	904 348-2338	Out pages (24 X 7)
7	<b>Network Vice President</b> Marvy Walker	908 234-3862	Out pages (24 X 7)

ENTERPRISE MAINTENANCE MODEL ESCALATION CONTACT LIST  
LOCAL SERVICES

LEVEL	CONTACT	NUMBER	HOURS OF OPERATION
1	Service Reliability Management Team	800-829-1011	24X7 Out Pages
2	<b>Supervisor</b> Rod Lee	407-563-8378 pager/800-759-9999 pin2580044	8am-5pm
2	<b>Supervisor</b> Minerva Sampson	407-563-8112 pager/800-258-8818 pin 2580034	4pm-midnight
3	<b>Director</b> Rick Calahan	407-563-8060 pager/800-258-8818 pin 2580001	
4	<b>Maintenance</b> Mike Billstrom	732-392-1450 pager/800-258-8818 pin 2580013	

**ENTERPRISE ACCOUNT TEAM - SERVICE AND PROVISIONING CONTACT LIST  
ALL SERVICES**

**RESOURCES**

**AT&T Account Team**

**Strategic Account  
Manager**

Name	<b>Carl Minicucci</b>	Phone	860-678-3804	Fax	860-678-3669
Email	<a href="mailto:minicucci@att.com">minicucci@att.com</a>				
Address	8 Two Mile Road Farmington, Ct 06032				

**Field  
Service Manager**

Name	<b>Jeanne Bagdon</b>	Phone	413-785-4459	Fax	<a href="tel:413-732-9710">413-732-9710</a>
Email	<a href="mailto:jmfrazier@att.com">jmfrazier@att.com</a>				
Address	2071 Roosevelt Ave. Springfield, Ma 01104				

**Customer Service  
Manager**

Name	<b>Karen Geary</b>	Phone	585-582-1964	Fax	585-582-1965
Email	<a href="mailto:kmgeary@att.com">kmgeary@att.com</a>				
Address	Syracuse, NY				

**Client Business  
Manager**

Name	<b>Charles Pepe</b>	Phone	860-678-3761	Fax	<a href="tel:413-732-9710">413-732-9710</a>
Email	<a href="mailto:cpepe@att.com">cpepe@att.com</a>	Cell	860-490-6661		
Address	8 Two Mile Rd. Farmington, Ct. 06032				

**Director of Sales**

Name	<b>Michael Gethings</b>	Phone	860 679-5839	Fax	<a href="tel:860-678-3672">860 678-3672</a>
Email	<a href="mailto:mgethings@ems.att.com">mgethings@ems.att.com</a>	Cell			
Address	8 Two Mile Road Farmington, CT 06032				